

SYSTEM AND METHOD FOR MAINTAINING REAL-TIME AGENT INFORMATION FOR MULTI-CHANNEL COMMUNICATION QUEUEING

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Abstract

An apparatus and method for maintaining data for multi-channel communication
10 queueing associated with different media formats such as telephone, email, and fax. A list of
agent data includes information related to types of communication media an agent can access.
The data can further include information related to an agent's skills, a list of media routes,
statistics for communication channels of specified media types, statistics for an agent, and
journals for work items. Priority values for the media routes, the maximum number of queued
15 items for the media routes, and times for escalating a work item can also be included.